

SmartConnect is a cloud based integration solution that seamlessly connects your Point of Sale (POS) with your EFTPOS terminal. To find out which functions are supported please check with your POS provider.

Complete these simple steps to get your terminal integrated with your Point of Sale for the first time.

STEP ONE: Set up Smartpay as a payment method in your POS

You will need instructions from your POS provider on how to add Smartpay as a payment method. You can find a link to the instructions at smartpay.co.nz/smartconnect for each POS provider or give us a call on **0800 476 278**.

STEP TWO: Get a pairing code

Power on the terminal. If the terminal has not been paired previously it will display "terminal is not paired, pair it now?". n.b the screen will display for 60 seconds before disappearing. Select **YES** and an 8-digit pairing code will display.

If you do not see this screen, you can get a pairing code by following these steps:

1. Press **MENU**
2. Select **CONFIG**
3. Enter 833767 and press **ENTER**
4. Select **POS INTEGRATIONS**
5. Select **AUTHORISE POS**
6. You will get a new pairing code
7. Enter pairing code in your POS pairing screen

STEP THREE: Enter the pairing code into your POS

Enter the 8-digit pairing code into the POS where instructed from step one.

Need help?

Get help online at: smartpay.co.nz/help

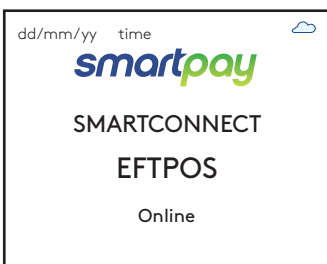
Call our Technical Helpdesk on **0800 476 278**.

View the full user guide for your terminal at: smartpay.co.nz/guides

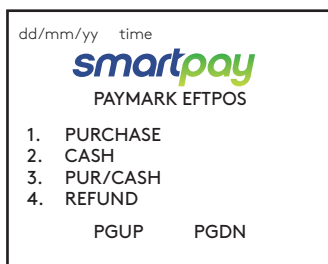
Basic Troubleshooting (SmartConnect)

How do I know if I have successfully paired?

The easiest way to check is to check the screen on the EFTPOS terminal.



Paired



EFTPOS standalone mode

How do I pair multiple devices?

Give us a call on **0800 476 278** and we will guide you through the steps.

Can I still make transactions if I do not have a network connection?

You can make offline transactions on your terminal while in standalone mode. You will need to enable this with your bank. To change back to standalone mode, press **CANCEL** twice on your terminal and select **PAYMARK EFTPOS**

Basic Troubleshooting (QR payments)

Why is my QR displaying a time-out?

A QR will display on the terminal screen for up to 60 seconds, if the QR is not scanned within this time the transaction will time out and the terminal screen will display '**CANCELLED**'

How do I re-print a QR receipt?



You can re-print a receipt by following these steps:



1. Push the "**FUNC**" key on your terminal
2. Select SmartConnect
3. Select Reprint QR receipt

How do I cancel a QR transaction while it is processing?

Once a QR is scanned, the operator cannot cancel the transaction. Please wait for a response to return (60 seconds for a time-out). Alternatively, you could ask the customer to decline the transaction on their app, so you can restart the transaction.

The below is for terminals operating in SmartConnect (integrated) mode where there is no QR button on the Point of Sale. You'll find instructions on how to take payments through your POS including how to take Alipay & WeChat Pay transactions.

Processing a sale	
<p>1. Operator enters a sale into the Point of Sale and selects (<i>Smartpay</i>) EFTPOS option to send a transaction request</p> 	<p>2. Terminal will prompt the customer to select a payment method:</p> 
<p>3. Customer approves the payment</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>For card</p> <ol style="list-style-type: none"> i. The terminal will display transaction amount and prompt the customer to PRESENT/INSERT or SWIPE CARD ii. Customer taps, inserts or swipes card <ol style="list-style-type: none"> a. Insert or swipe – customer follows screen prompts to select account and enter PIN b. Tap – for transactions over \$80 the customer will be prompted to enter their PIN </div> <div style="width: 48%;"> <p>For Alipay or WeChat Pay</p> <ol style="list-style-type: none"> i. The terminal will display a QR code for the customer to scan ii. The customer will see the total amount payable in their own currency iii. Customer approves the transaction in their app with their PIN </div> </div>	
<p>4. Receipt will be offered (<i>depending on receipt print/prompt settings</i>)</p>	<p>5. Once the transaction is approved, sale is closed on the Point of Sale</p>

Making a refund	
<p>1. Operator enters a refund into the Point of Sale and selects (<i>Smartpay</i>) EFTPOS option to send a transaction request</p> 	<p>2. Terminal will prompt the customer to select a refund method:</p> 
<p>3. Customer approves the payment</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>For card</p> <ol style="list-style-type: none"> i. Terminal prompts for MERCHANT REFUND CARD ii. Operator swipes MERCHANT REFUND CARD and enter REFUND PIN iii. Terminal will display refund amount and prompt the customer to PRESENT/INSERT or SWIPE CARD iv. Customer taps, inserts or swipes card <ol style="list-style-type: none"> a. Insert or swipe – customer follows screen prompts to select account and enter PIN b. Tap – for transactions over \$80 the customer will be prompted to enter their PIN </div> <div style="width: 48%;"> <p>For Alipay or WeChat Pay</p> <ol style="list-style-type: none"> i. Terminal will prompt for a QR Refund Code to be entered ii. Type in the 12 digit refund code and press ENTER iii. The refund will be processed, displays an ACCEPTED or DECLINED result </div> </div>	
<p>4. New receipt will be printed</p>	<p>5. Once the transaction is approved, sale is closed on the Point of Sale</p>

Please keep your receipt as you will need the refund code printed to perform any refunds.



Please also advise your customers to keep their receipts, as they will need the refund code to request any refunds. 90 days for WeChat Pay, 1 year for Alipay